CLAIMS

I/WE CLAIM:

1. An apparatus for the acquirement of interaction related information, the apparatus comprising the elements of:

    an interaction capture handler for capturing and analyzing an at least one interaction to identify an at least one episode within the at least one captured interaction;

    an information request generator for generating an at least one information request associated with the at least one interaction episode;

    a feedback and an action form builder for building an at least one feedback and an action form associated with the at least one captured interaction and including the at least one information request associated with the at least one episode.

2. The apparatus of claim 1 further comprising a follow-up interaction manager for receiving and handling a response to the at least one information request in the at least one feedback and action form.

3. The apparatus of claim 2 wherein the information request generator generates an at least one information request associated with the at least one interaction episode generated during or after the follow-up interaction.

4. The apparatus of claim 1, wherein the interaction capture handler comprises the elements of:

    an interaction media identifier for identifying the type and format of the recorded base interaction;

    an interaction capture analyzer for analyzing the contents of the interaction capture,

5. The apparatus of claim 4 wherein the interaction capture handler further comprises the element of an interaction participant identifier for identifying the participant or the characteristics of the interaction participant.

6. The apparatus of claim 1, wherein the interaction capture handler comprises the elements of: an interaction episode identifier for identifying an interaction episode in the capture of the base interaction; and

an interaction episode processor for collecting and extracting the characteristics and selected content of the identified interaction episode.

7. The apparatus of claim 4, wherein the interaction capture analyzer is one of the following: an audio analyzer; a word spotter apparatus; an emotion detector apparatus; a talk analyzer; a speech to text analyzer; a computer telephony integration data analyzer.

8. The apparatus of claim 1, wherein the information request generator comprises the element of an information request selector for selecting an at least one information request in accordance with the characteristics of the at least one interaction episode.

9. The apparatus of claim 1 wherein the the information request generator is activated where at least a part of the at least one interaction is captured.

10. The apparatus of claim 1, wherein the information request generator comprises the element of a feedback table entry assembler for assembling an at least one feedback table entry utilizing the at least one information request record, a pointer value indicating the location of the at least one interaction episode, and an identification value to indicate the identification of the interaction capture.

11. The apparatus of claim 1 wherein the information request is a question or action to be performed.

12. The apparatus of claim 11 wherein the question or action to be performed are generated in response to a response to an information request presented to a participant.

13. The apparatus of claim 1 further comprises the elements of:

an base interaction capture link builder for marking the capture of the base interaction with a pointer value indicating the location of the at least one feedback and action form; and

an interaction episode link builder for marking the at least one interaction episode with the pointer value indicating the location of the at least one information request entry.

14. The apparatus of claim 2, wherein the follow-up interaction manager comprises the elements of

a follow-up interaction media selector for selecting the type and format of media utilized for the performance of an at least one follow-up interaction;

a feedback and action form presenter for presenting the at least one information request associated with at least one feedback and action form to an at least one base interaction participant associated with an base interaction;

an information request response handler for receiving a response to the at least one information request from the at least one base interaction participant; and

an information request entry updater for inserting the received response into the at least one information request entry in the at least one feedback and action form.

15. The apparatus of claim 1 further comprising an interaction information handler comprising the elements of:

an base interaction capture locator for locating by reference the capture of an at least one base interaction;

5   an interaction episode locator for locating an at least one interaction episode associated with the at least one base interaction;

a follow-up interaction locator for locating an at least one feedback and action form associated with the at least one base interaction; and

an base interaction capture-interaction episode-feedback and action form

10   navigator for selectively navigating and indirectly locating the associated base interaction recording and the records of the follow-up interactions by utilizing the logical links provided by the interaction identification values, the interaction episode pointer values, and the feedback and action form pointer values.

16. A method for obtaining interaction related information and conducting a follow

15   up interaction, the method comprising the steps of:

analyzing a base interaction for identifying an at least one base interaction episode occurring during or after the base interaction;

selecting an at least one information request in accordance with at least one characteristic of the at least one base interaction episode;

20   executing an at least one follow-up interaction with an at least one interaction participant, utilizing the at least one information request generated during or after the base interaction, for obtaining interaction information regarding the events occurred.

17. The method of claim 16 further comprising the step of inserting the at least one information request into an at least one feedback and an action form.

18. The method of claim 16 further comprises the step of executing an at least one follow-up interaction with an at least one interaction participant, utilizing the at least one information request generated during or after the base interaction, for obtaining interaction information regarding the events occurred.

19. The method of claim 16 further comprises the step of executing an at least one follow-up interaction with an at least one interaction participant, utilizing the at least one feedback and action form generated during or after the base interaction, for obtaining interaction information regarding the events occurred.

20. The method of claim 16 further comprises the step of executing an at least one follow-up interaction with an at least one interaction participant, utilizing the at least one information request generated after the base interaction is complete, for obtaining interaction information regarding the events occurred.

21. The method of claim 16 wherein the step of analyzing is performed during or after the interaction.

22. The method of claim 16 wherein the base interaction is a follow up interaction.

23. The method of claim 16 wherein an information request is a question or an action.

24. The method of claim 16 further comprising the steps of creating a logical link between the at least one interaction episode and the at least one information request.

25. The method of claim 16 further comprising the steps of creating a logical link between the at least one interaction episode and the at least one information request.

26. The method of claim 17 further comprising the steps of creating a logical link between the at least one interaction episode and the at least one information request and creating a logical link between the base interaction and the at least one feedback and action form.

27. The method of claim 16 wherein the step of analyzing the capture of the base interaction comprises the steps of:

identifying the transmission media utilized for the performance of the base interaction; and

locating an at least one interaction episode in the capture of the base interaction, the at least one interaction episode associated with an at least one event occurring during or after the base interaction.

28. The method of claim 16, wherein the base interaction is an interaction for exchanging content information between an at least one customer and an at least one representative.

29. The method of claim 16, wherein the characteristics of the at least one interaction episode are defined during base interaction.

30. The method of claim 16, wherein the at least one information request is selected in accordance with the characteristics, selected content and context of the at least one interaction episode.

31. The method of claim 17 wherein the step of inserting the at least one information request into an at least one feedback and an action form is performed during the base interaction or during the follow up interaction.

32. The method of claim 18 further comprises the steps of:

notifying at least one participant of the base interaction regarding the execution of the follow-up interaction;

requesting confirmation for the provision of responses to the presentation of the at least one feedback and action form associated with the at least one follow-up interaction from the at least one participant of the base interaction;

logically linking the at least one feedback and action form with a customer's master record; and

logically linking the at least one feedback and action form with a representative's master record.